

RMS REPORTING

General Instructions and Definition of Reporting Categories

INSTRUCTIONS FOR COMPLETING RANDOM MOMENT SAMPLE FORM FOR THE DIVISION OF CHILD AND FAMILY SERVICES

You have been selected at random to identify the program and the kind of activity you are engaged in at a randomly chosen moment. The information reported on this form, along with your co-workers' responses will be used to determine the allocation of administrative costs of the Division of Child and Family Services (DCFS) among the division's programs.

This document lists definitions for the program and activity codes listed on the Random Moment Sample (RMS) forms. Please respond accurately, describing what you were doing at the time of scheduled observation as specified on the form.

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THIS IS NOT A DEVICE FOR EVALUATING YOUR INDIVIDUAL PERFORMANCE.

This information gathering is part of a statistically-based process for determining how workers proportionally spend their time on various activities. This statistical sampling process serves the same purpose, but in a much less intrusive manner, as extensive, time-consuming reporting of 100% of a workers time by activities on a daily and hourly basis.

At the time you are sampled, respond completely, accurately and timely.

COMPLETING THE RMS FORM

The RMS form you are completing is divided into three major sections. One selection must be made in each section. Complete as follows:

- Section 1: **CASE INFORMATION** - Indicate in this section whether or not you are working on a case and, if so, enter the specific client name and ID number.
- Section 2: **PROGRAMS** - Select the one most appropriate program area under DCFS Programs to which the activity you are performing at the selected moment is most closely related.
- Section 3: **ACTIVITY** - Select the one activity that best describes what you are doing at the selected moment. The codes in this section are organized into two groups:
- a. Case Specific Activity: These activities reflect work devoted to a specific individual client. This set of activities should always be selected instead of a general activity whenever you indicate in Section 1 that you **are** working on behalf of a specific client.
 - b. General Activity: These are activities that do not relate to work being done on a specific case, but relate to general job duties, training or time away from your work area. This section should always be used when you have indicated in Section 1 that you **are not** working on a specific case.

Once you provide information for these three sections, the RMS process is complete.

FOLLOWING ARE DETAILED INSTRUCTIONS FOR EACH SECTION OF THE RMS FORM ALONG WITH PROGRAM AND ACTIVITY DEFINITIONS.

1.1 SECTION 1 - CASE INFORMATION

Select one of the following codes:

001 Working on a specific case: If your work is directed toward a specific individual client, check this case code and enter the client ID number that identifies the client receiving the case related activity in which you are engaged at the time of the sample moment. If a client number has not yet been assigned, please enter the client name. (When this item is marked, you should also select an appropriate program code in section 2; then select an activity in the 400 to 800 series in Section 3.)

002 Not working on a case: If you are not engaged in an activity related to a specific client, check this case code. (When this item is marked, you should also select an appropriate program code in Section 2; then select an activity in the 900 series in Section 3.)

1.2 SECTION 2 - PROGRAM CODES

Report the program area you are working in at the selected moment by reporting only one program in Section 2. If you need help in determining which program to select, please refer to the following descriptions.

021 Child Protective Services: Activities to protect children whose physical, mental, or emotional well-being is threatened by parents, legal guardians or custodians. Investigation of allegations of suspected child physical abuse, sexual or emotional abuse, or child neglect/maltreatment while the child is in the family setting and preceding any removal of the child from the home. These children have not been adjudicated but may be candidates for foster care. (See definition of foster care candidate below.)

022 Out-of-Home Care/Foster Care: Activities performed by staff to arrange for, coordinate, or provide services to ensure the appropriate, safe care of children in DCFS custody placed in out-of-home care.

023 Home Based Services: Activities performed by staff to arrange for, coordinate or provide in-home services to a family when children are at risk of being placed in state custody, including foster care candidates. These activities may include case management, counseling, and in-home parenting education and training, household management skills, and incidental homemaker support services. A child is a candidate for foster care benefits if there is a defined care plan which clearly indicates that, absent effective preventive services, foster care is the planned arrangement for the child or there is an eligibility form which has been completed to establish the child's eligibility under title IV-E or there is evidence of court proceedings in relation to removing the child from home, in the form of a petition to the court, a court order or transcript of the court's proceedings, or there is equivalent documentation in the case record (such as case notes and assessment data) demonstrating that a decision has been made that, absent effective preventive services, foster care is the planned arrangement for the child.

024 Adoption: Activities performed by staff in reviewing petitions, supporting documents, conducting home studies, supervision, and other activities related to adoptions. Includes activities provided on behalf of adoptive families in crisis where the child in question has been legally adopted and any activity related to adoption assistance paid to adoptive parents on behalf of an adopted child with special needs.

025 Domestic Violence: Activities performed by staff to provide, coordinate, or arrange for services in cases where domestic violence has occurred.

029 Engaged in Activities Not Specific to Any One Program: Use this code if current activity is directed at more than one function; or if engaged in personal business, lunch, breaks, or other non-productive time.

1.3 SECTION 3 - ACTIVITY CODES

Report the activity you are performing by reporting on only one activity that best describes what you are doing at the selected moment. If you need help in determining which activity to check, please refer to the following descriptions. These descriptions include, but are not limited to, the range of examples identified for each code.

CASE SPECIFIC ACTIVITY (CODES 400 THROUGH 850):

- 400 Title IV-E Foster Care Eligibility Determination/Redetermination: Includes the determination and redetermination process, as well as, any activity necessary to gather and report required eligibility information on a timely basis for determining and redetermining client's eligibility for Title IV-E Foster Care services.
- 401 Title IV-E Adoption Eligibility: Includes the determination and redetermination process, as well as, any activity necessary to gather and report required eligibility information on a timely basis for determining and redetermining client's eligibility for Title IV-E Adoption Assistance.
- 501 Family Assessment: Activities include collection of assessment data, history information, and medical, psychological and related evaluations to identify the child's functional level; interviewing children and family members as needed to determine the child's needs; performing family assessment.
- 502 Develop, Implement, Modify Service Plan: Includes reviewing case file; assessing the presenting problem and its associated circumstances; making an inventory of available resources; arranging for medical, dental, and mental health exams; referral for assistance benefits or application for financial assistance; making collateral contacts; reviewing provider plans for the client; consulting with the court on the service plan; writing the service plan, and conferring with supervisory personnel in the actual development of the service plan, and other activities related to development and preparation of the service plan.

- 503 Coordinate, arrange service delivery or treatment resources as required by the service plan: Activities related to assisting the client to gain access to needed medical, social, educational, or other services. Includes coordinating, but not “providing” needed services in accordance with the client needs as specified in the service plan.
- 504 Service Plan Reassessment: Includes periodic monitoring of the effectiveness of services furnished under the service plan and revision of the plan as conditions warrant.
- 505 Record keeping, case documentation on service plan: Collection, summary, or entry of information related to documentation of client need as contained in the service plan, update of written plan information, or revision or addition of new information in the service plan. This activity does not include the preparation of reports and case notes documenting instances of the actual provision of social services or mental health treatment.
- 506 Mobilizing and assisting in gaining access to needed services: Includes mobilizing the use of natural helping networks, such as family members, church members and friends; development of increased opportunities for community access and involvement including assistance in the location of housing, community living skills, teaching vocational, civil and recreational service programs; and assisting children and their families to obtain services otherwise inaccessible or unavailable. This activity is to assist the client in gaining access to needed services and does not include actual provision of such services.
- 600 Investigation of child abuse/neglect (Pre-placement): Includes investigation of allegations of suspected child physical abuse, sexual or emotional abuse, or child neglect/maltreatment, which occurred while the child was in the family setting prior to any removal of the child from the home.
- 601 Coordination of investigation of abuse/neglect of child in facility/out-of-home placement: Includes tracking and coordination of investigation of allegations of child abuse or neglect of a child in an out-of-home placement, including foster care, department-arranged relative care, in a child caring facility, or in a secure or institutional setting.

- 602 Directly providing family support services: Activities include directly providing services (rather than coordinating or arranging for services) to a family who is not eligible for intensive family preservation services but who is in need of support services in order to alleviate the risk of removal of the child from the home. Such services may include counseling, advocacy, education/skill building, and concrete services, such as, housing, utilities, transportation, etc. This activity includes the preparation of reports and case notes documenting instances of the actual provision of social services.
- 603 Directly providing family preservation services: Activities include directly providing services (rather than coordinating or arranging for services) such as counseling and other in-home family services provided to alleviate emergency conditions affecting a child or family which threaten the child's ability to remain in the family home. These may include in-home services, such as, parenting education and training, household management training, and incidental homemaker support services to alleviate the emergency condition. This activity includes the preparation of reports and case notes documenting instances of the actual provision of social services.
- 604 Directly providing domestic violence treatment: Activities include directly providing mental health treatment services (rather than coordinating or arranging for services) for victims or perpetrators of domestic violence. This activity includes the preparation of reports and case notes documenting instances of the actual provision of treatment services.
- 605 Risk Assessment and Safety Planning: Activities to perform a risk assessment or to develop a safety plan in a child protective services investigation or in a domestic violence intervention.
- 800 Case Staffing: Includes formal review of the case including formulation of revisions in the service plan based on the case staffing; meeting with supervisor, providers, and/or other related agencies to discuss the progress of the client.

- 801 Preparation for/attendance at court regarding placement: Activities include preparation and verification of complete factual presentation to the court; drafting and review of reports; consultation with supervisory personnel, legal counsel and other involved parties during the report drafting process; interviewing relevant individuals in preparing court reports; also includes time spent in appearing or otherwise participating in a Judicial Hearing. This includes travel time as well as time spent on location awaiting the hearing.
- 802 Preparation, attendance at Citizen Review Board: Includes information gathering, preparation of documents or reports, their submission, providing additional information as requested; also includes time spent in meetings with board or board members, or travel to meetings and review.
- 803 Preparation for, attendance at administrative appeals hearing/complaint resolution: Includes information gathering, preparation of documents or reports, their submission, providing additional information as requested, attendance at administrative hearing appealing the results of CPS investigation, reduction in a benefit, etc. or resolving complaints arising in regard to a case or policy.
- 804 Placement/replacement of the client (adoptive or foster home setting): Includes contacting potential care providers; consultation with supervisory personnel; processing of required legal and Departmental documentation; informing the current care provider of the details of the change of care placement; coordination among all parties involved for the date of transfer; conducting a pre-placement visit or conference (with or without the client) to the new provider; physical placement of the client with new care providers; and replacement assessment; preparation for removal from placement; pre-placement visits; notification of custodian; emergency interim placement; and alternate placement.
- 806 Recruitment/licensing of child-specific foster or adoptive home: Activities related to the identification and recruitment of foster or adoptive care givers on behalf of a specific individual or sibling group. Includes interviewing prospective parents, the initial home study, and activities related to the certification or licensure of the care giver(s).

- 807 Adoption referral, preparation for placement: Referral of a child or sibling group to an adoption unit for activities related to the permanent placement of a child. This may include consultation with the child, family members, or staff of the adoption program; the gathering, preparation, and submission of information needed by adoption staff; and accompaniment of the child on pre-placement visits with prospective adoptive parents.
- 808 Foster care payment/adoptive subsidy/resolving payment issues: Any activities related to determining the level and rate for foster care or adoptive subsidy payment. This may include collection or submission of information about a child or sibling group; and/or consultation with the child's care or service providers regarding any special needs of the child. This also includes resolution of payment issues on behalf of a child's foster or adoptive family.
- 809 Transporting (Non-Medical): Activities designed to enable persons to travel to and from facilities to receive needed services exclusive of Medical Services. This includes going to and returning from client location and transportation for parental visitation, court, case review, and placement. Any other transportation should be identified with the activity for which the transportation is taking place.
- 810 Transporting (Medical): Activities designed to enable persons to travel to and from facilities to receive needed medical services. This includes going to and returning from client location.

GENERAL ACTIVITIES (CODES 900 THROUGH 950)

The activity codes in the 900 series are not specific to any one case and can be used with any program code in Section 2. This series of codes must be used only in combination with Code 002: Not Working on a Case in Section 1.

- 901 DCFS Core Training: Participation in all initial in service training classes.
- 902 University Training: Participation/attendance in university classes approved for social work training and advanced degrees.
- 903 Permanency Planning Training: Participation in training classes regarding permanency planning.

- 904 Foster Care and Adoptive Parent Training: Providing training to foster care and adoptive parents to facilitate interim and permanent placements.
- 905 SAFE Training: Participation in SAFE (SACWIS) related training of case workers.
- 907 Staff Development and Training/Other Training: Participation in approved organized training, including conferences, seminars, and workshops.
- 908 General recruitment of adoptive or foster parents: Includes identification of prospective foster care and adoptive parents; initial home study (not child- specific); interim monitoring of facilities; initial certification; registration; re-certification; adoptive home studies (not child-specific).
- 909 Staff Meetings: Participation in scheduled unit or team meetings, office-wide meetings; discussion with a supervisor not related to a specific case.
- 910 Manual Review, Professional or Reference Reading: Includes reviewing the procedures or policy manual, reference literature and other professional documents not related to a specific case.
- 911 Travel (Not Client Specific): Work-related travel away from employees' workstation. For client-related travel, see also codes 801 and 806.
- 912 Clerical Tasks: Includes photocopying, filing, typing, data entry, mail distribution, and other activities (not case specific).
- 913 Lunch, Breaks, Personal Business: Includes scheduled break time, office social events, mealtimes, activities of a personal nature.
- 914 Other Administrative Tasks: Includes the completion of required forms and paperwork not related to a specific case or client, including personnel forms, travel or reimbursement requests, and other necessary or required reports or procedures.
- 915 Community presentations: Preparation and delivery of information regarding Departmental activities, goals, or needs to community groups or members of the public.
- 916 Quality assurance reviews: Comprehensive review of case record or other client-related documents that assures compliance with federal, state, or judicial requirements.

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997 Employee on Leave: Paid absence, for example, sick, vacation or personal leave. May also include approved educational leave and jury duty or military reserve duty.

998 Employee not Available: Employee not scheduled to work at time of sample (example, flextime or part-time employment).

999 Invalid Response: Leave without pay, position vacancy, incorrect RMS identification or uncorrected response in error.

Note: When using codes 997-999, skip Sections 1, 2, and 3.